<div align="right">**APPENDIX 4**</div>

DOCUMENT MANAGEMENT SYSTEM

1. INTRODUCTION

1.1 The safety camera team based at Athena House, York, has been in full operation since April 2013, the introduction of this team followed the presentation of a business case after a successful pilot operation across York and North Yorkshire

1.2 The team include 9 enforcement officers who are deployed on the safety camera vans over 2 shifts over a 7 day week providing a maximum capacity of 6 'live' shifts per day. These enforcement officers are supported by 6 administrators who are responsible for validating and processing any resulting violations. In addition the administrators are responsible for handling significant telephone calls, responding to mitigation and written enquiries, together with subsequent filing and other general office duties. The staff numbers within this team were predicated on experiences shown in the pilot operation

1.3 The first 6 months of operation has identified significant demands on the administration of the operation, one of the primary reasons is the national application 'PentiP', which is the software used for the processing of fixed penalty notices, such as those resulting from the safety camera operation. The national roll out of the 'PentiP' application saw the implementation within North Yorkshire in March 2013, therefore the impact of such a system could not have been foreseen within the safety camera business case

1.4 Since its implementation 'PentiP' has increased demand on administration staff relating to the processing of all violations resulting from safety camera deployment. Each stage of the process requires increased manual input of details into 'PentiP', this includes those offences which result in speed awareness courses, conditional fixed penalty offers and court files.

1.5 To support the administration process it has become necessary on a number of occasions to utilise enforcement officers in an administrative capacity to ensure all violations are processed within the legal time constraints. The use of these enforcement officers has reduced available deployment time of the safety camera vans in order to provide a balanced approach between captured offences and time taken to process those offences.

2. PROPOSAL

2.1 Significant improvements to the processes above could be achieved by the scanning and automatic designation of paperwork by the removal of levels of manual intervention. A solution is available which would sit alongside other software used within the safety camera team, this will allow a integration of adjudication, document management and an automated workflow which will significantly increase efficiency within the team.

2.2 This solution integrates with the current viewing and validation software, 'StarTraq', and will remove the following manual processes at various stages of the processing cycle:

- Creating print manifests

- Managing a case holding bay

- Managing offences pending response from offenders

- Preparing and printing court files

- Filing of all correspondence

- Searching through cabinets to deal with correspondence or telephone calls

2.3 The single process of entering offender details onto the 'PentiP' system alone is taking over 300 hours per month based on a 5 day week. The available solution, by use of scanning and use of optical character recognition, will significantly reduce this figure. Further time saving will also be achievable within other aspects of offence processing.

2.4 The impact of the above resource saving will allow the abstraction of enforcement officers to support administration to cease, therefore resulting in increased deployment opportunities and subsequent through put of offences. During the first 6 months of operation the enforcement officers have been removed from deployment an average of 22 hours per week or approximately 3 x 8 hour deployments per week.

2.5 In addition the improved efficient processing of violations will increase the potential for processing of more offences from either the current safety camera operation, any enhanced safety camera operation or support to other

agencies in respect of traffic offence processing such as the A1 upgrade work planned for 2014 – 2017.

3. NEEDS ASSESSMENT

3.1 This solution is a bolt on module provided by our current provider of viewing and validation software – "Startraq". It is the only software available that will integrate with our current viewing and validation software and our notice processing software – "PentiP", giving a single, seamless end to end document management approach.

3.2 Whilst appreciating there will be a recurring cost this can be more than offset by the greater efficiencies within the back office processing which in turn would support increased deployments

3.3 Other document management solutions (DMS) are available at comparative prices, however they do not fully integrate and will not achieve maximum efficiency due to some ongoing manual intervention due to differing systems.

4. OUTCOMES

<u>Anticipated Benefits</u>

4.1 Reduces significant manual inputting to the PentiP system

4.2 Provides a secure and automated process that synchronises with current software programmes

4.3 Is efficient and legally compliant providing effective end to end management of road traffic violations

4.4 Will increase the potential for processing of more offences from either the current safety camera operation, any enhanced safety camera operation or support to other agencies in respect of traffic offence processing such as the A1 upgrade work.

4.5 Provides a more efficient document management process that supports effective prosecution file building

4.6 Allows more effective management of back office resource, in turn creating greater deployment time of safety camera vans, increasing visibility and the opportunity to influence driver behaviour.

5. INTERDEPENDENCIES

5.1   Nil

6. CONSIDERATIONS

6.1   Appropriate safeguards are required to ensure compliance with NYP
       procurement rules

6.2   It is highly recommended that this proposal is implemented at the earliest
       opportunity to ensure the organisation realise efficiencies at an early stage,
       providing a solid and secure foundation for the centralised traffic bureau
       aspect to be built upon.